

Moving Forward Together

Resident Engagement Review

**A review of tenant and leaseholder participation with
Bristol City Council Housing and Landlord Services**

Bristol City Council Housing Management Board

20 October 2021

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Why review resident engagement?



Residents
said...

It can be
difficult to
make contact
with the right
person

There are
insufficient
opportunities
to
get involved

You do not
always listen
and act upon
my views

BCC staff
are not
visible in
their local
area



Key reasons:

1. Improving services and aligning with resident priorities (MFT)
2. Review LHF pilot - improve things that are not working well
3. Widen engagement, increase diversity of resident voices and those who actively get involved
4. Strengthen voice of residents in scrutiny and influencing decisions, service delivery, continuous improvement and future service
5. Adapt and learn from Covid 19
6. Statutory drivers - Consumer regulations and charter for Social Housing (White paper), Housing Ombudsman



Our vision for resident engagement



to provide a great service and ensure that all residents are encouraged to:

- be involved in the development of thriving communities
- participate in discussions to drive resident-led improvements
- provide feedback that enables us to cater the service to the needs of residents



Four ways to engage with residents



A new framework to improve access to services and engagement with residents across the city and communities

1. Access to Services

An 'always on' level of service provision and communication. A range of communication channels to be used. Digital channels should, wherever possible, be available to enable residents to complete certain actions related to their tenancy such as payment of rent or reporting repairs or to request advice, support or assistance from services.

2. Engaging Residents

Deeper level of engagement between H&LS and residents, to enable us to better understand residents' needs and deliver the outcomes residents have asked us to.

3. Engaging Communities

Working with others and acting as a broker to bring together relevant stakeholders in activities which help to create thriving communities and make a positive impact on the lives of residents.

4. Resident Participation and Insight Management

Making sure residents have a say about their services and hold us to account for how we are doing. We will make sure residents, service users and other stakeholders can influence decision-making and service improvements. We will use this insight, alongside other resident data, to meet our compliance requirements and improve resident satisfaction.



Our suggested promises to residents...



We will:

- ✓ Provide all residents with an equal opportunity to contribute, removing barriers to effective participation to make sure we hear from a diverse range of residents
- ✓ Create a culture of mutual trust, respect, partnership and ownership between residents, elected members, and officers at all levels, working together towards improving housing conditions and housing services
- ✓ Make resident engagement a live, continuous two-way activity
- ✓ Enable a joint process of agenda setting and information sharing
- ✓ Make sure decision making processes are open, clear, and accountable
- ✓ Develop good working relationships that are flexible and adapted to local circumstances
- ✓ Tailor resident engagement in areas to suit the particular needs of communities

We will be testing these promises with residents

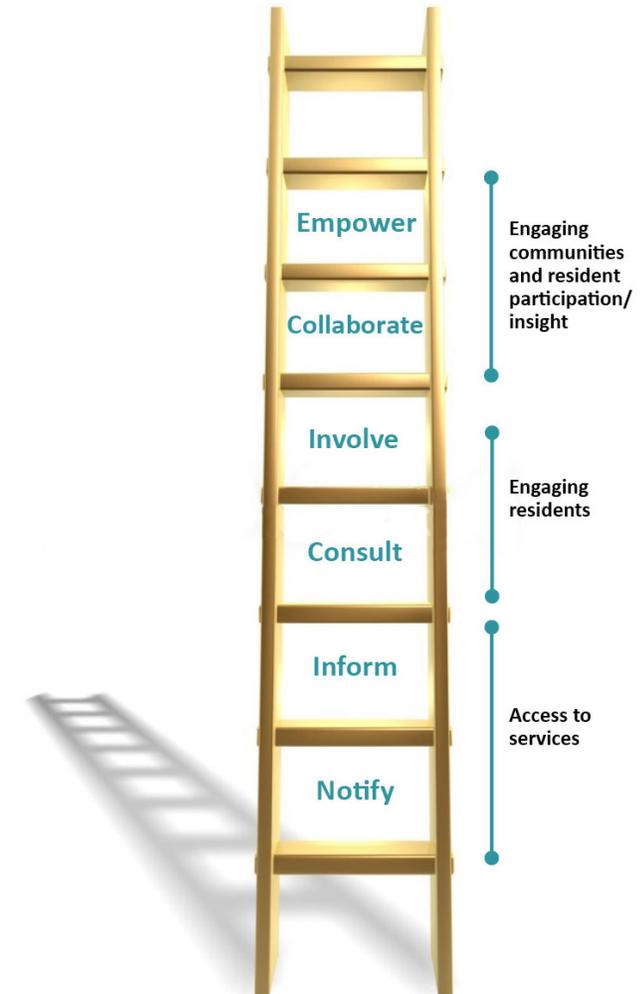


Resident engagement priorities

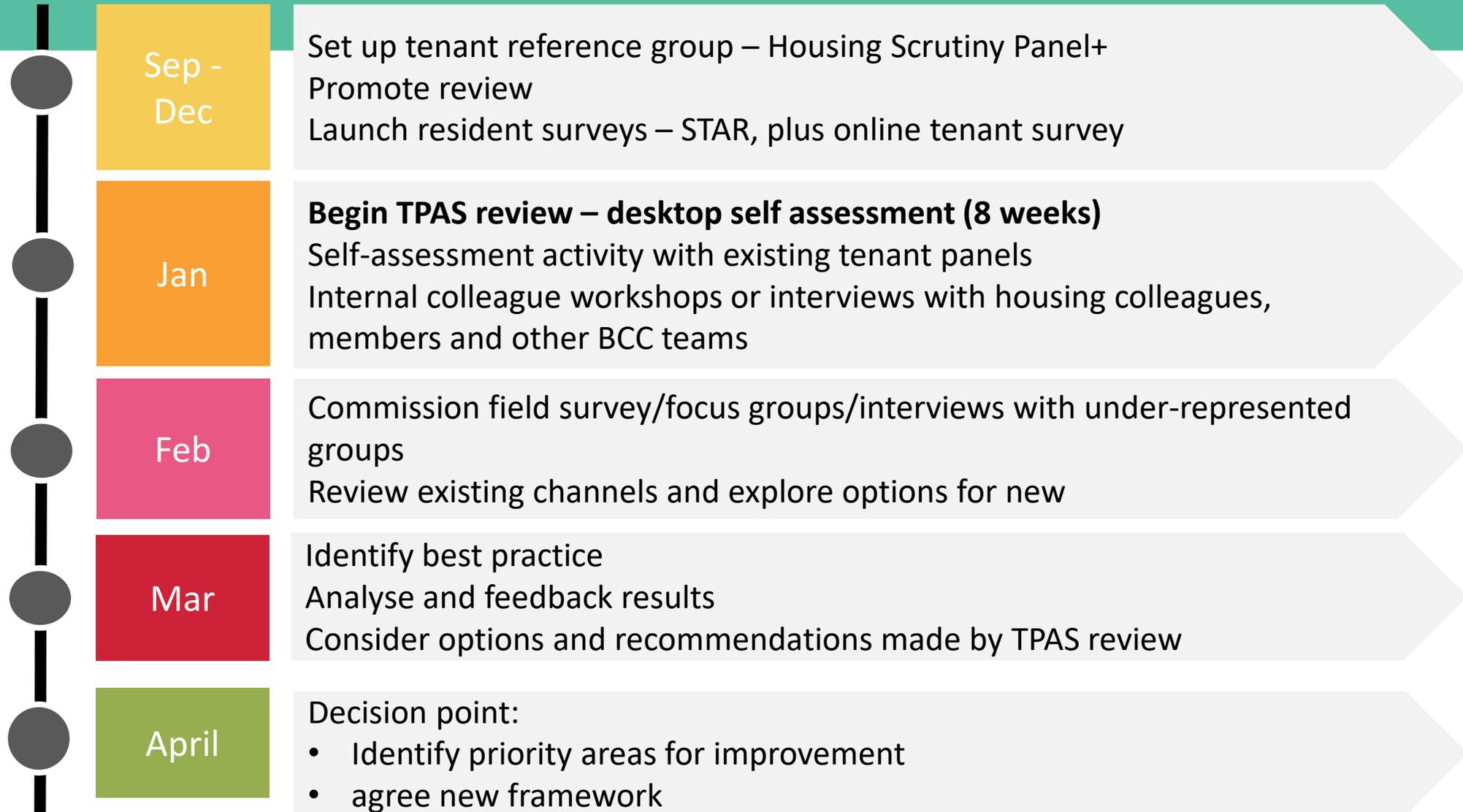


In 2021 we'll

- ✓ Take steps to improve access to services
- ✓ Train colleagues on customer service and resident engagement
- ✓ Introduce estate walkabouts
- **Undertake a full review of resident participation including community engagement and resident participation within landlord services – to be completed by March 2022**
- Align what we are doing with requirements set out in the Social Housing White Paper and new consumer standards for social housing landlords



Format of review and timeline



Outcomes



Increased voice of council tenants and leaseholders in Bristol

- Refreshed resident engagement offer developed and agreed with residents and colleagues
- Refreshed resident engagement structure for housing and landlord services
- New / improved engagement activities that are agile and link back to decision making Increased diversity of residents voices and involved residents
- Resources and support to encourage and enable resident engagement
- Approach to help understand impact of resident engagement – clear KPI's and clear feedback loop

